Enterprise Information Services
Duty Statement

| Section: | Application Maintenance and Support |
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| Unit: | Enterprise Web & Collaboration Solutions |
| Position Number: | 065-623-1384-013 |
| Classification: | Data Processing Manager II |
| Date: | 10/01/2015 |

**Supervision**: Under the direction of the Data Processing Manager III, the incumbent develops, implements, and maintains Information Technology (IT) systems for the Enterprise Information Services Division (EIS). The Data Processing Manager II (DPM II) will supervise and direct the activities and tasks of senior and staff level subordinates.

**Knowledge:** This is an expert level position and the DPM II must have extensive knowledge of data processing concepts, practice, methods, and principles, and an in-depth understanding evolving industry trends and standards. The incumbent must have strong analytical skills and a substantial knowledge of the Systems Development Life Cycle as implemented within EIS. Extensive knowledge of project management industry trends, best practices, and standards are necessary for this position. The incumbent effectively applies this knowledge to IT projects and imparts this knowledge to project managers and team members. The incumbent must demonstrate advanced leadership competencies and have a global perspective of the department's business enterprise.

The incumbent, at this level, is well organized and communicates effectively, orally and in written form with peers in the California Department of Corrections and Rehabilitation (CDCR) as well as with external customers. The incumbent writes project status reports, project plans, Project Management Reviews, and reviews project documentation produced by the team members. The incumbent also gives verbal presentations to customers and briefings to EIS management.

**Guidelines:** The DPM II is responsible for following established procedures, system policies, operations and reference materials for the services provided. These include, but are not limited to: State Administrative Manual, Department Operations Manual, Strategic Information Systems Plan/AIMS, Change Control Procedures and Process, and various instructional and user manuals for the hardware, software, and tools used and supported by EIS.

**Complexity:** The breadth of the position includes managing enterprise-wide applications and information systems for departmental business functions. The incumbent plans, conducts, and coordinates complex information technology assignments; designs and applies new methods and solutions, and functions as the technical project manager. The DPM II will manage staff supporting web and desktop technologies in the department in addition to managing vendors and their corresponding contracts.

**Scope and Effect:** The incumbent demonstrates team leadership competencies and models the organization's values. The services the DPM II is responsible to provide affect a significant number of CDCR business areas, the public, and state and local law enforcement personnel. Systems operate over CDCR's network and others are available through the Internet. When considering service enhancements or additions, the DPM II assists in identifying impacts, appropriate methodology and steps to proceed, and alternatives for the CDCR customers. The incumbent provides technical leadership in the development, implementation, maintenance and thorough testing processes for IT application systems. The incumbent performs project planning, coordinates project resources and leads team efforts to develop IT projects.

**Personal Contact**: The DPM II is able to establish and maintain cooperative relationships with management, Information Technology (IT) personnel, vendors, contractors, and all customer levels. The incumbent consults with internal and external entities and advises management, administrative or executive staff on the planning, development, implementation and coordination of IT issues. The DPM II is also able to maintain contact with control agency personnel and members of the Legislature when assigned. Incumbents demonstrate presentation skills by preparing and conducting presentations and briefings for CDCR management and groups external to the CDCR. There is regular contact with IT staff, management, and external entities to coordinate problem resolution and ensure conformity of methods and practices. The incumbent contacts users to discuss business and system requirements, contractors to provide contracted oversight and project assistance, and contacts vendor resources to discuss existing or new technology. The DPM II maintains a customer-friendly and professional attitude while working with customers and IT staff.

**Purpose of Contacts**: In the normal course of business, the incumbent is expected to justify, defend, negotiate, and settle matters involving significant or controversial issues, communicating at the Control Agency, Consolidated Data Center, Department, and Division level. As technical manager, the incumbent is required to provide status reports to the highest levels of CDCR management and respond to court reporting requirements. The DPM II is familiar with all customer business program areas, practices, and Information Technology (IT) service requirements. The DPM II possesses the ability to provide factual information, and consider and value differing viewpoints, goals, or objectives.

The actual duties of the incumbent will include the following:

| 40% | Project Management, Facilitation and Implementation |
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- Understand the business enterprise to include political and regulatory issues as well as its goals and mission.
- Conduct and/or participate in project meetings, including team, oversight, steering committee, section, executive, etc., as required.
- Oversee and facilitate design, building, testing and implementing new systems and/or enhancements to existing systems.
- Develop and/or review budget funding and tracking documents, to ensure sufficient project funding, accountability, and appropriate spending.
- Review and oversee unit's contract and procurement activities to ensure accuracy and appropriateness of statements of work, timeliness, and compliance with established rules and policies.
- Review and approve formal system requirement specifications and the project deliverables for each phase of the SDLC.
- Provide leadership, continuity, and escalation path to resolve issue and ensure forward momentum of projects.
- Take definitive responsibility for risk management, including analysis and mitigation strategies.
- Participates in Governance and Priority Board Meetings and activities.
- Establish and facilitate Program Area User Groups.
- Understand general security concerns, data back-up and recovery procedures.
- Oversee disaster recovery planning for IT solutions.

| 30% | Project Plans, Schedules and Reporting |
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- Develop, review and monitor project plans and project schedules; report on status, progress and deviations from schedules.

- Develop contingency plans as needed for projects and for supported systems.
- Approve and participate in Project Management Reviews; prepare and deliver timely project status reports for customers, management, and/or control agencies, as required.
- Make presentations to all levels of CDCR Management as well as groups outside the CDCR.
- Prepare/review Feasibility Studies, Special Project Reports, IT Procurement Plans, and Post Implementation Evaluation Reports, and others as needed; ensure reporting is completed within time lines established by Control Agencies, CDCR's Budget Office and EIS' Project Management Office whenever possible.
- Respond to questions and issues, verbally and in writing, as appropriate.

| 20% | Supervision and Work Planning |
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- Plan, schedule, and prioritize workload.
- Review plans, designs, and system specifications.
- Lead team efforts to develop solutions for common maintenance problems.
- Identify alternative project resources.
- Recruit, interview, and hire staff.
- Define vision and mission for the section.
- Develop unit budget, project unit expenditures, and track unit expenses.
- Develop and manage the section budget and provides direction/advice to the Division Budget.
- Identify training needs, develop unit training plan, monitor training taken and needed by staff, and ensure training is made available when possible.
- Provide mentorship and on-the-job training to unit staff to enhance their subject matter expertise.
- Ensure staff project time and effort, including overtime, is accurately reported and tracked using approved project management tools.
- Manage contracts for services and contractors who provide services.

| 10% | Methodologies, Standards, Training and Others |
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- Lead and participate in the development of methodologies and standards.
- Lead and participate in formal and informal training programs to strengthen project management and leadership skills.
- Understand, educate others, and practice CDCR's Change Control process.
- Understand educate others, and practice CDCR's Project Initiation and Project Management process.
- Lead and participate in Division meetings, provide managerial support to the Section as required, and other activities as necessary.
- Lead team meetings and other team activities as required.
- Mentor staff in technical skills and methodologies.
- Research, investigate and keep current on trends in Information Technology.
- Ensure compliance to standards, procedures, and methodologies.
- Understand security needs and ensure the security of information stored on EIS systems.
- Participate in EIS Division and Section meetings, and team meetings/activities.

Employee: _____  Date: _____

Immediate Supervisor: _____  Date: _____